



FEMA *Forward*

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Gustav, Ike Deliver One-Two Punch to Gulf

While residents on the northern Gulf Coast continued to clean up after Hurricane Gustav hit in early September, Hurricane Ike slammed into the Texas southeast coast in mid-September causing even more devastation across a wide area.

During August and September, FEMA coordinated response and recovery efforts for a series of storms that included Tropical Storm Fay, which caused flooding across Florida, and Tropical Storm Hanna, which struck North Carolina and moved up the East Coast.

FEMA Logistics moved millions of bottles of water, meals ready to eat, cots, and blankets, as well as generators, diesel fuel and other supplies into affected areas.

Incident Management Assistance Teams (IMATs) and Urban Search and

August-September 2008 Storms

Tropical Storm Fay
August 19
Florida

Hurricane Gustav
September 1
Miss., La., Texas

Tropical Storm Hanna
September 6
North Carolina, East Coast

Hurricane Ike
September 13
Texas, La.

Rescue Teams were dispatched to the disaster areas to assist with situational awareness, evacuations and rescue efforts.

Following the storms, Preliminary Damage Assessment teams fanned out to assess storm damage, and staff at the National Processing Service Centers (NPSCs) ramped up to process requests for individual assistance from disaster victims.

At the height of the storms, FEMA worked with more than 50 federal agencies to provide support for the disasters, holding video-teleconferences several times daily to coordinate federal, state and other efforts.

On Sunday, September 14, Deputy Administrator Johnson visited FEMA and other federal personnel staffing the National Response Coordination Center to personally thank them for their hard work and dedication. The NRCC has been activated since August 17 supporting tropical storm Fay and hurricanes Gustav, Hanna and Ike.

FEMA Community Relations specialists assist residents returning to New Orleans after evacuating for Hurricane Gustav. Barry Bahler/FEMA



Air National Guard and FEMA personnel move patients in Corpus Christi, Texas to air transport ahead of Hurricane Ike's landfall. Patsy Lynch/FEMA

"FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror."

‘Much Progress’ Three Years After Katrina, Rita

Much has been accomplished in the effort to rebuild the Gulf Coast over the last 36 months, says Jim Stark, FEMA's Acting Associate Deputy Administrator for Gulf Coast Recovery, and the Gulf Coast Recovery Office (GCRO) remains committed to continue helping families recover and communities rebuild.

"FEMA and our state and local partners have been aggressive in our commitment to rebuild what Hurricanes Katrina and Rita destroyed," Stark said. "Working together we have demonstrated that 'progress through partnership' is necessary in the recovery effort. The \$50 billion spent is a significant accomplishment for FEMA and our partners and

demonstrates FEMA's continued promise to the citizens of the Gulf Coast."

Three years after the worst disaster in American history, GCRO continues to coordinate recovery and mitigation programs in Alabama, Louisiana, Mississippi and Texas as these states continue recovering from Hurricanes Katrina and Rita. Significant FEMA funding has stimulated rebuilding along the Gulf Coast, but there is still more work to be done.

More than \$11 billion in Public Assistance grants have been provided to communities along the Gulf Coast to continue rebuilding. State and local governments in Alabama, Louisiana, Mississippi

and Texas are using the \$11 billion for a variety of projects, ranging from repair and replacement of hurricane-damaged schools, roads, utilities and other public infrastructure to removal of storm debris.

In response to Hurricanes Katrina and Rita, FEMA conducted the largest temporary housing operation in the history of the country, providing temporary housing units to more than 143,000 families across the Gulf Coast. FEMA has also taken steps, such as the Joint Federal/State Housing Task Forces, to increase the amount of available rental units and reduce the other barriers that may slow the process for a household to relocate from the temporary housing unit to alternate housing.

Over \$467 million has been provided through FEMA's Hazard Mitigation Grant Program to create safer communities by reducing the loss of life and property, enable individuals to recover more rapidly from floods and other disasters, and lessen the financial impact of disasters on the Nation

For more information on recovery and rebuilding in the Gulf Coast, visit GCRO's Web site at www.fema.gov/gulfcoastrecovery.



Before: Biloxi, Miss., November 3, 2005 -- The Highway 90 bridge from Biloxi to Ocean Springs lies in a twisted mass as the result of catastrophic wind and storm surge from Hurricane Katrina. George Armstrong/FEMA

After: Biloxi, Miss., August 14, 2008 -- Joggers and motorists travel the new Highway 90 bridge, which opened last November. Jennifer Smits/FEMA.



All-Hands Meeting Puts 'BEST' Foot Forward

At the All-Hands Meeting on August 19, Administrator Paulison, Deputy Administrator Johnson and Human Capital Director Cannon unveiled a new workforce development initiative known as BEST—Building Engagement, Strengths and Talent.

BEST is a five-year undertaking that will help both permanent and reserve staff: improve individual and agency performance; build a culture that expects and rewards excellent performance; and ensure that FEMA attracts and retains a talented and diverse workforce.

"I may be leaving in January, but you will continue," Paulison said.

"It's up to your senior leaders to give you the tools and training that will help you to build on our recent successes as FEMA moves forward.

"BEST is an important investment in FEMA's people and FEMA's future. I encourage all of you to make the time and effort it will take to implement this program."

The BEST program is based on more than 25 years of research by Gallup to identify what makes a strong, vibrant workplace.



From left to right: Administrator Paulison, Dep. Administrator Johnson, HC Director Tim Cannon and Gallup Team Leader Tim Blass

The FEMA initiative will be led by a team composed of both Gallup and FEMA staff.

BEST will involve and benefit employees at all levels: leadership, managers and line staff across the agency, including the regions and reservists.

The first step in implementing the program is a brief, confidential survey where employees will be able to

answer questions about their workplace, personal satisfaction in their job and opinions on supervisors.

Those results will be released to all employees and lead to discussions and planning on how to address issues raised in the survey.

For more information on BEST and other Human Capital initiatives, see HC's [What's Hot](#) intranet site.

Secretary Chertoff's Message on the 9/11 Anniversary

The following is excerpted from Secretary Chertoff's message to employees marking the seventh anniversary of the September 11, 2001 terrorist attack on America:

Today we pause to reflect on the events of seven years ago, when our country was senselessly attacked and nearly 3,000 lives were tragically lost. That fateful day changed our Nation and our lives.

For the past seven years, our Nation has been spared a similar attack on its soil, but there have been multiple attempts and plots that have been thwarted. While it may appear to some that the threat has passed, our

adversaries remain committed to doing us harm. They have been foiled by the combined efforts of watchful citizens, diligent law enforcement personnel, our dedicated military, the vigilant intelligence community, and, the tremendous dedication displayed by you—the men and women of this Department—acting with great urgency to defend our homeland.

As we mark the seventh anniversary of September 11, 2001 we can take pride in our accomplishments and know that, through our shared commitment to homeland security, the Nation is safer, stronger, and better prepared to confront the challenges of the 21st century.

As we observe this solemn occasion, let us honor the fallen by rededicating ourselves to securing our great country and defending the bedrock freedoms we cherish.



September 11, 2001

For information on the Department's accomplishments since 9/11/01, go to http://www.dhs.gov/xnews/releases/pr_1221078411384.shtm.

Turkish Delegation Trains at EMI

Professors and staff from Istanbul Technical University (ITU) recently visited FEMA's Emergency Management Institute (EMI) to attend a Continuity of Operations course and to participate in EMI's annual Higher Education Conference.

FEMA and Turkey entered into a partnership after the devastating earthquake in Turkey in 1999. Under the agreement, funded by the Office of Foreign Disaster Assistance (OFDA), EMI delivered 21 train-the-trainer courses to ITU faculty. Subsequently, ITU faculty traveled to EMI for resident courses for several summers, and EMI delivered additional courses and a seminar in Istanbul.

ITU has established a Center of Excellence for Disaster Management, basing its expertise on the EMI training its staff has received. ITU also has successfully completed many emergency management projects and training offerings, published 17 books using EMI materials and established a Master of Science in Disaster Management program.

A highlight of the partnership was the December 2004 visit of the Deputy Prime Minister of Turkey, the Director of the Turkish Emergency Management Directorate and other dignitaries to the White House, FEMA headquarters and EMI to discuss emergency management-related issues. The ITU Center of Excellence and EMI staff continue to exchange advice, share products and maintain professional ties.



Professors from Istanbul Technical University (ITU) stand with Emergency Management Institute (EMI) officials in front of the National Civil Defense Memorial on the campus of the National Emergency Training Center. From right to left: Prof. Hikmet Iskender; Prof. Levent Trabzon; John Peabody, EMI Readiness Chief; Vilma Milmoie, Acting EMI Superintendent; Prof. Alper Unlu, Director of the ITU Center of Excellence for Emergency Management; Arzu Irk and Fatih Yaman, ITU Center staff and Tom Gilboy, EMI.

SAVE THE DATE!
ADMINISTRATOR'S AWARDS
CEREMONY
OCTOBER 22, 2008

Occupant Emergency Team Needs Volunteers

The Office of Management's (OM) Occupant Emergency Program (OEP) is responsible for safeguarding the lives and property of all FEMA facility occupants during emergencies.

OM's Support Services and Facilities Management Division/Facilities Operations Section is currently recruiting volunteers to fill a number of vacancies for the Headquarters 500 C Street Occupant Emergency Team.

Specifically, we have current openings for the following on all floors:

Floor Team Coordinators/Alternates
Floor, Wing and Area Monitors/Alternates
Elevator/Stairwell Monitors/Alternates
Monitors for the Disabled/Alternates
Medical Coordinators /Alternates
Administrative Officer/Alternates

If you are decisive, dependable and want to make a difference for your friends and colleagues in the event of an emergency, please consider volunteering for any of these positions. Training is provided.

If you have questions or to volunteer, please contact Supervisory Facility Manager Stephen McRae at 202-646-3737 or stephen.mcrae@dhs.gov.

FEEDBACK

Please feel free to contact us with stories, news and items of interest to FEMA employees, as well as your comments, ideas, suggestions or questions.

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This edition, along with printer friendly versions of previous **FEMA Forward** issues, are available online at <http://online.fema.net>.

FEMA HQ News You Can Use



Administrator's Awards Nominations Due

Administrator Paulison has reinstated the Administrator's Awards for FEMA employees. These are the highest awards bestowed upon a FEMA employee. They are designed to recognize and honor individual and collective achievements of those whose exceptional service and support

contributed significantly to achieving the FEMA vision, the agency's Strategic Plan, and core competencies.

Any employee may submit a nomination for an Administrator's Award. Deputy Administrator Johnson will chair the FEMA Administrator's Awards Committee, which will review all nominations and make recommendations to Administrator Paulison, who will make the final decision.

Three categories of awards will be presented: the Gold Medal, the highest award for exceptional leadership or

service; Outstanding Achievement, and Excellence.

Nominations are being accepted through Friday, September 19, 2008 for the period of performance between August 1, 2007 through August 1, 2008. Both individuals and employee groups may be nominated.

All packages must be submitted via e-mail to:

FEMA-Administratorsaward@dhs.gov.

Nomination forms and other information are posted on Human Capital's [What's Hot!](#) intranet page.

First Two Comprehensive Preparedness Guides Released

FEMA's National Preparedness Directorate (NPD) last month released the first two in a series of Comprehensive Preparedness Guides (CPGs).

Interim Comprehensive Preparedness Guide 101: Producing Emergency Plans: A Guide for All-Hazard Operations Planning for State, Territorial, Local, and Tribal Governments ([PDF 2MB](#), [TXT 296KB](#)) was developed by a team of tribal, state and local officials from all around the United States who worked together to develop guidance that can aid jurisdictions in protecting their citizens. Interim CPG 101 is the foundation for both public and private sector emergency planning in the United States.

Interim Comprehensive Preparedness Guide 301: Emergency Management Planning Guide for Special Needs Populations ([PDF 302KB](#), [TXT 170KB](#)) is designed to aid tribal, state, territorial and local governments in planning for individuals with special needs during an emergency. Following an assessment of emergency operations plans in 2006, the DHS Nationwide Plan Review Phase 2 Report concluded that "substantial improvement is necessary to integrate people with disabilities in emergency planning and readiness."

CPG-301 was developed to address this shortfall with respect to people with disabilities, the elderly and other individuals with special needs.

CPG-301 was developed jointly by FEMA and the DHS Office for Civil Rights and Civil Liberties. The interim guide reflects extensive input from key federal, state and local government partners, along with nongovernmental organizations representing special needs communities.

CPG-301 follows the approach taken by the National Response Framework in defining special needs populations. The guide outlines how involving special needs populations in planning, enables emergency managers to address the function-based needs of individuals. CPG-301 outlines special needs considerations for: Developing Informed Plans; Assessments and Registries; Emergency Public Information/Communication; Sheltering and Mass Care; Evacuation; Transportation; Human Services/Medical Management; Congregate Settings; Recovery; and Training and Exercises.

Over the next several months, a series of forums will be held and an open comment period conducted before finalizing the guides.

September is
**National
Preparedness
Month**

Get a Kit, Make a Plan, Be Informed, Get Involved.

ready.gov

Ready



citizenCorps



FEMA JOINS NATIONAL PREPAREDNESS MONTH COALITION

FEMA is one of more than 2,700 coalition members, the largest amount to date, participating in the fifth annual National Preparedness Month (NPM), which runs throughout the month of September. NPM coalition members, consisting of all DHS components together with national, regional, state and local organizations, will combine efforts to encourage all Americans to take steps to prepare for emergencies before they happen.

Sponsored by the DHS *Ready* Campaign in partnership with FEMA's Citizen Corps, National Preparedness Month encourages individuals, businesses and communities across the country to plan and prepare for emergencies, both natural and man-made.

These steps include getting an emergency supply kit, making a family emergency plan, becoming informed about the different emergencies that may affect them and getting involved in community preparedness and response efforts.

"National Preparedness Month is an important reminder about each American's civic responsibility to prepare for emergencies," said Homeland Security Secretary Michael Chertoff. "Those with the capacity and wherewithal to help themselves must do so in advance, so that in the event of an emergency, responders can first assist those who are unable to tend to themselves. From wildfires and earthquakes in California, to hurricanes and tropical storms along the Gulf Coast, to flooding in the Midwest, recent events remind us more than ever that we must prepare ourselves and our families for a disaster. This is the time, each year, when every American should ask the question, 'Am I ready?'"

NPM coalition members are encouraging Americans to prepare for emergencies in their homes, businesses, schools and communities. Everyone should be able to answer questions such as:

✓Have you spoken to your children's schools about their shelter-in-place and/or evacuation plans?

✓Do you know the evacuation plan at your work?

✓If your cell phone was inoperable how would you get in touch with your family?

✓Do you have a family meeting place and an out of town contact?

To help federal employees improve their own preparedness, FEMA's Office of National Capital Region Coordination is partnering with Serve DC, the District of Columbia's Citizen Corps program, to host a series of

"National Preparedness Month Roadshows" at federal agencies throughout the region.

A complete list of events and other NPM information, including a template for a Family Emergency Plan, is available at www.ready.gov.

To explore ways you can get involved in preparedness efforts your community, visit www.citizencorps.gov.

A toolkit also is available with posters, logos, talking points, videos and other information for use in conducting NPM events at:

<http://ready.adcouncil.org/PreparednessToolkit.asp>.



'Storm Struck' Exhibit Opens at Disney World

In August, Administrator Paulison helped open a new exhibit at Walt Disney World's Epcot Center in Orlando, Fla. The "Storm Struck: A Tale of Two Homes" exhibit helps visitors learn what it might feel like to be caught in a major storm, such as a hurricane. After visitors experience the "storm," they have the opportunity to learn about weather and ways to protect themselves, their families and their homes in a fun, interactive setting.

"It's important for people to understand the risks they face and learn about the tools available to them to reduce their risks," Paulison said at the opening event. "This project brings together some of the best and brightest in both the private sector and government to educate Americans about disaster prevention and mitigation. This exhibit is a great example of how we accomplish more as partners than we do on our own."

The exhibit is sponsored by the nonprofit Federal Alliance for Safe Homes, Inc. (FLASH) in partnership with State Farm and several private corporations. FEMA provided data on disasters and technical advice on safer building practices that Disney's "Imagineers" incorporated into the exhibit. NOAA's Storm Prediction Center and National Hurricane Center also provided data and helped design the exhibit.

"Storm Struck" is part of Epcot's INNOVENTIONS attraction, which features innovations and inventions of today and of the future. Four years ago, Paulison helped open another Epcot exhibit, "Where's the Fire?," designed to teach families and children about fire hazards and fire prevention.



FEMA